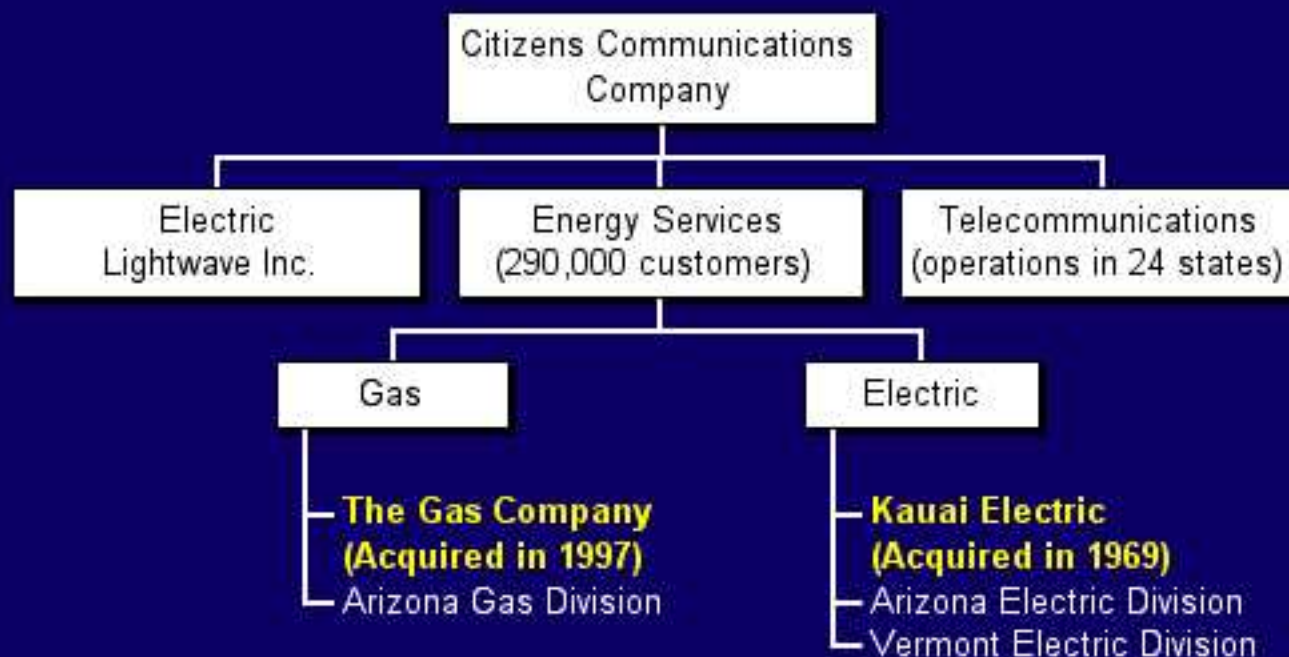


Citizens Energy Services
PRODUCTS & SERVICES

Rebuild Hawaii

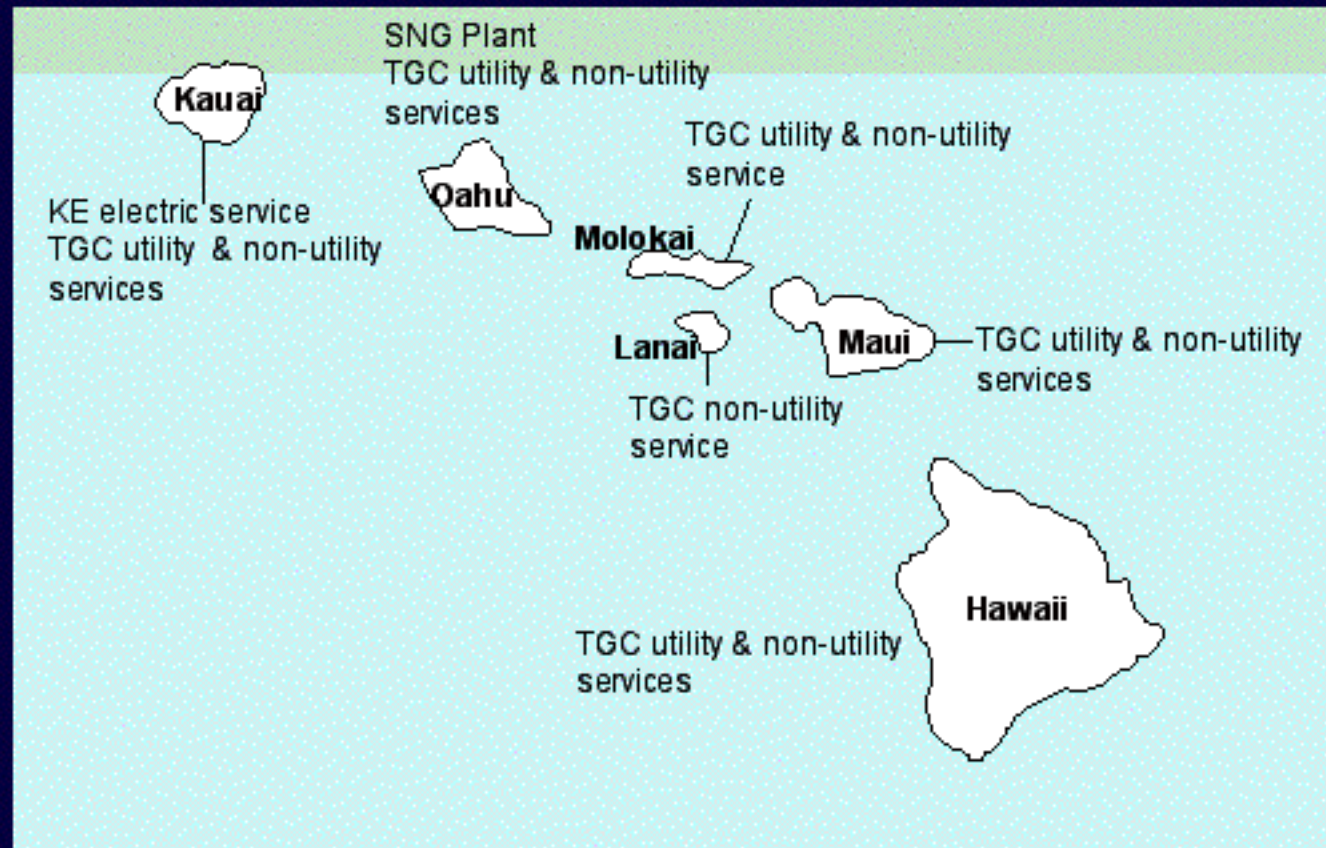
June 25, 2002

Organization Structure



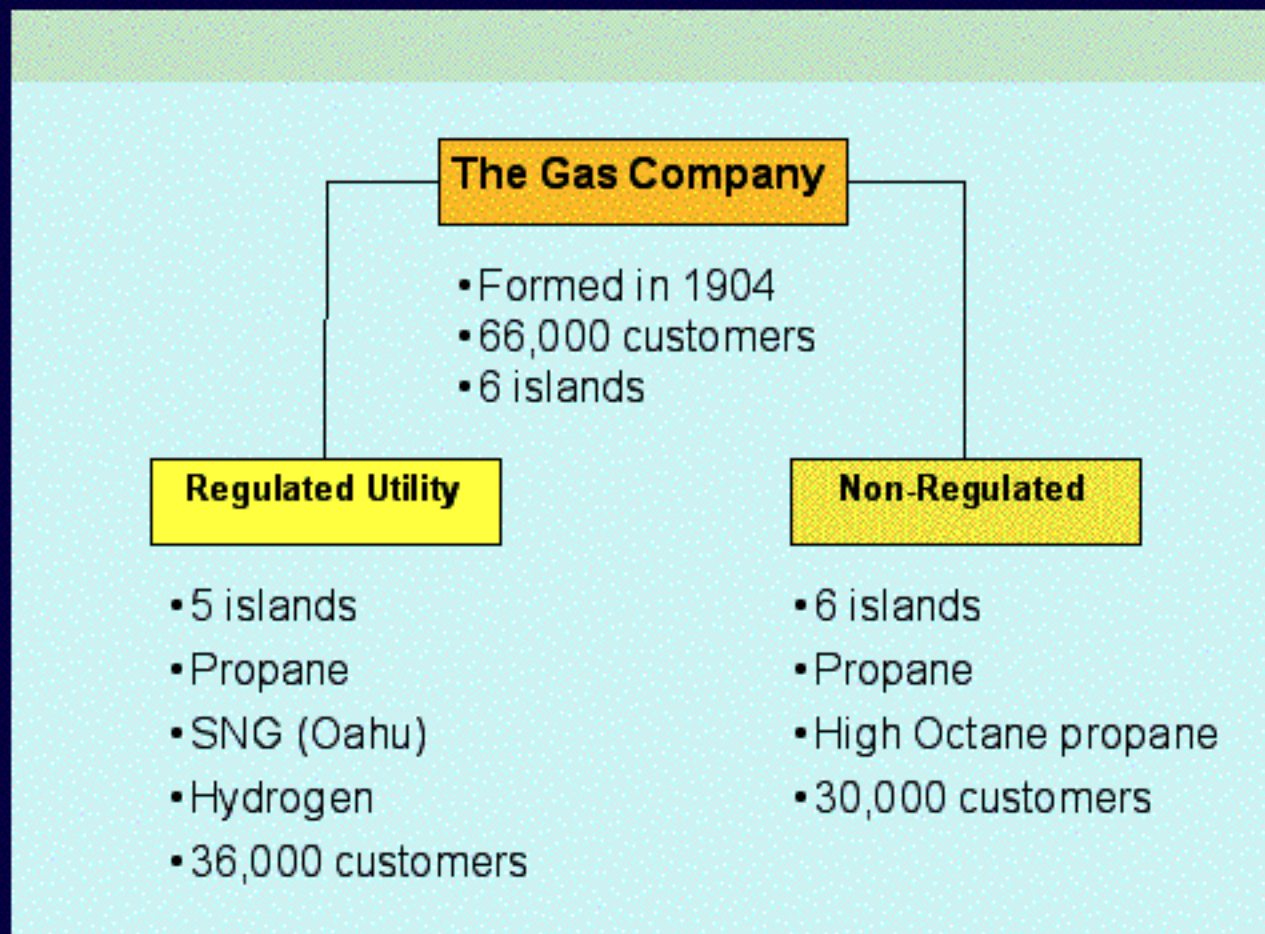
Citizens Energy Services in Hawaii

- Electric Service on Kauai by **Kauai Electric**
- Statewide gas service by **The Gas Company**
 - Regulated utility service as well as non-regulated tank and cylinder gas service



The Gas Company

- Hawaii's only full-service statewide gas energy company
- Utility gas manufacturing and distribution business
- Non-utility tank and cylinder gas operation
- Provide gas energy to ~15% of the market



Kauai Electric

- Electric utility service provider for the island of Kauai

Kauai Electric

- Formed in 1950 by merging 2 sugar plantations founded in 1906
- 30,000 customers
- Generation, transmission, and distribution
- DSM programs

Hawaii's Full-Service Gas Energy Provider

TGC provides engineering and technical support services to businesses, consumers, developers, government agencies, architects, engineers, and contractors to assist them with their energy needs, with an emphasis on energy efficiency.



“Traditional” End Uses

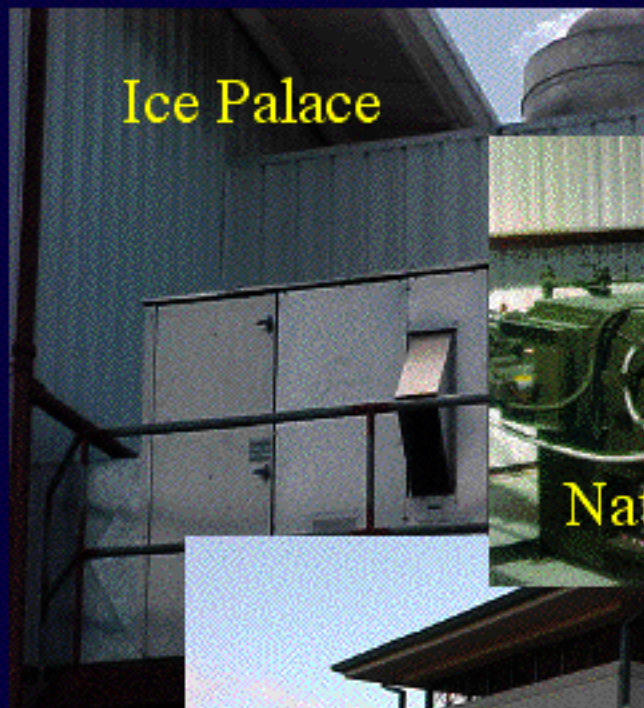


Heat it, cook it, dry it, or light it
with gas!



“Emerging” End Uses - Cooling

Ice Palace



National Guard



Army

The Gas Company



“Emerging” End Uses - CHP

Pohai Nani

University of the Nations

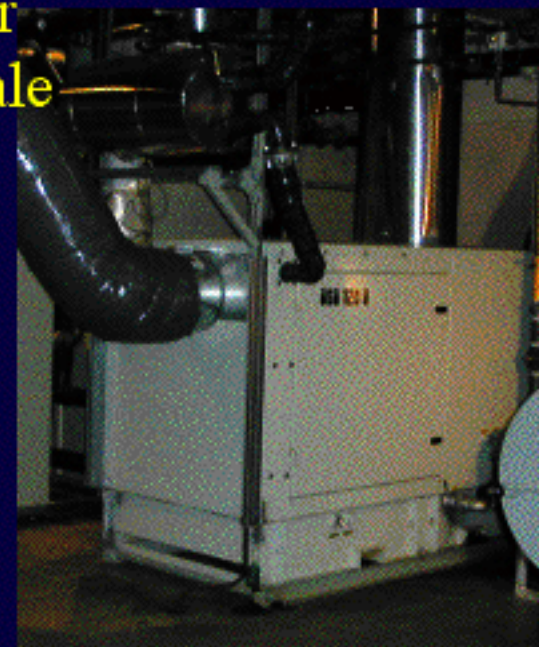
Orchid at Mauna Lani

Regency at Hualalai

Hale Pauahi

Fort Shafter

Honolulu Hale



Value Added Services

Customer Facility Energy Audits

- Identify efficiency measures
- Customer service technicians (repair/service)

Gas System Design & Equipment Consultation

- Trained professional staff
- Available for business owners, architects, engineers, developers & homeowners

Value Added Services

Life Cycle Cost Analysis for Water Heating Systems

- Evaluate various options (electric, solar, gas)
- Customized energy savings & incentive packages

Combined Heat & Power (CHP) Systems Consultation

- Evaluate customer energy needs and end-uses
- Assist with economic & environmental evaluations
 - Permitting requirements
 - Cost & energy savings
 - Risk analysis
- Liaison between manufacturers, engineers and customers

Demand-Side Management Programs

Customer Facility Energy Audits

- Commercial customers
- Residential customers

Trained professional staff

- Available for business owners, architects, engineers, developers & homeowners
- Customer incentives

Demand-Side Management Programs

Residential Direct Install Program

- 6,652 home visits (2,364 existing solar water heaters)
- 1,368 solar incentives offered
- 274 solar water heater installations
- \$1,350 - \$4,086 awarded per installation

Commercial/Industrial Program

- 400 audits/reports
- 138 projects completed